DISA THE GRID

Lt Gen Croom's 2006 Outlook

On Where DISA's Future Lies

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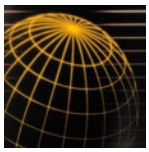

DISA Chief of Staff **Receives Promotion to General**

BG Mark Bowman, DISA's chief of staff, was frocked to his current rank by LTG Stephen W. Boutelle, the Army's chief information officer, Jan. 6 at DISA Headquarters in Arlington, Va.

As chief of staff, Bowman coordinates the efforts of a 6,600-member organization and manages a budget of more than $6 billion dollars. He directs staff efforts to provide effective global command, control, and combat support systems for the president, secretary of defense, combatant commanders, Joint Staff, military departments, and combat support agencies.

Bowman was previously assigned to the Office of the Army Chief Information Officer, where he was the executive officer for Boutelle.

He holds a master's degree in public administration from Shippensburg University. He is a graduate of the U.S. Army Command and General Staff College, the Armed Forces Staff College, and the U. S. Army War College.

DISA Senior Enlisted Advisor **Gains New Responsibilities**

CMSgt Timmothy M. Dickens, the senior enlisted advisor (SEA) to the DISA director, took on additional responsibilities as the SEA to the commander of the JTF-GNO in November 2005. CMSgt David Nelson, the JTF-GNO senior enlisted leader, served as the JTF-GNO SEA for the past 18 months.

"In the old organizational structure, there were two people looking at the same issues," Dickens said.

The change will streamline the role of the SEA, according to Dickens. Rather than having two SEAs reporting on similar issues to Air Force Lt Gen Charles E. Croom, the DISA director and JTF-GNO commander, Dickens will act as the sole DISA and JTF-GNO SEA.

Nelson will retain his responsibilities as the senior enlisted leader of the JTF-GNO. However, he will report directly to RDML Elizabeth A. Hight, deputy commander of the JTF-GNO, instead of reporting to Croom.

Dickens reported that the organizational change will be transparent to many of the people in the JTF-GNO.

"In November, we took a look at the organization and decided to do what we thought best," said Dickens.

Defense Information Systems Agency
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What's Hot for DISA in 2006

Lt Gen Croom Provides His Vision

By Carol Horen, DISA Corporate Communications

Speed. Security. Information sharing across boundaries.

These are the information requirements of our warfighters in today's environment.

"We have to think, 'That's the way we did it yesterday. This is the way we do it today,'" said Air Force Lt Gen Charles E. Croom Jr., DISA's director.

DISA is moving ahead to provide the warfighter with the capabilities he needs for 21st century operations.

"We must develop our products, services, and tools to work at the tactical edge," Croom said. "We need to be comfortable in a swirling sea of change, and we need to be able to move ahead. We are adapting to changes: organizational changes, technology changes. We are constantly educating ourselves. [Change is] the nature of our business," he added.

How will DISA meet this challenge? Croom, who took command of the organization in July 2005, sat down with *The Grid* staff to discuss what he sees on the horizon for DISA.

He listed several priorities, with securing DOD's networks on the top of the list. Other priorities include changing the process of developing and acquiring new technology, accelerating the acquisition process, and the leading Net-Centric Enterprise Services (NCES) Program and the Joint Command and Control Program (JC2), which he described as the agency's most important programs.

Studying Industry Models

Croom mentioned that he and several other DISA senior leaders recently visited with information technology (IT) industry representatives to gain a better understanding of how successful IT organizations operate. He highlighted Google as an example of a company with a philosophy and a process for developing new technological capabilities efficiently and relatively inexpensively.

"They get an idea, and they take it to a prototype. They spend about three months working on it and create a 60-percent solution. They don't invest a whole lot. If the user shows any interest, they invest more in it, creating an 85-percent solution, and so on. If the user doesn't like it, then they kill the project without having invested that much in it," Croom said.

Croom expressed interest in applying that strategy with DISA and DOD.

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"It takes so long to build something that people are hesitant to stop it, even if it has major flaws. But when you've invested a small amount in it, if it doesn't work, you can stop it and not feel like you've lost a lot," he said.

Croom's ABCs

This industry model emphasizes speed and cost-efficient practices for providing solutions for the customer. Croom's ABCs — adopt before buy and buy before create — is fast becoming a catch phrase for DISA's new philosophy of ensuring the warfighter receives communications solutions more rapidly and more cost-efficiently.

Adopting technology means taking what already exists and providing it to a greater audience throughout DOD. DISA will work closely with the acquisitions, information assurance, and testing communities before adopting technologies. Croom used the Army Knowledge Online Portal as an example.

"The Army has developed a portal. Does that mean the Air Force, Navy, and Marines need to build one too? Why build what is already available? If someone else has already built it, then we can adopt off of what they've created," Croom said. "If the Air Force, Army, Navy, and Marines all build the same thing, it's going to be expensive," he added.

Instead, DISA will help the other services "adopt" the technology for the portal that already exists. Before a technology can be adopted, however, there are numerous items to consider, including contractual issues. First of all, is the technology scalable? The number of licenses for the technology will increase tremendously. DISA will work with DOD communities to determine if it is a cost-effective solution to purchase an increased number of licenses.

It also must be determined if the technology can still continue to perform at required levels even with an increased number of users and if DISA has the resources and contracts to maintain the applications. In other words, is the technology sustainable?

Also, the technology must be secure. If a technology is used across DOD, will the networks be able to maintain assurance of all information?

Part of adopting technologies means that we all have to be educated on what capabilities are available and how those capabilities can be applied to meet military needs, Croom noted. "You cannot adopt something unless you know it exists and you know what it can do," he said.

He added that there will need to be a change in DOD's philosophies in order for this to succeed. Military services can no longer build tools intending to be the only service using it, and they must consider the interoperability of a tool.

If adopting a technology is not feasible, the next step in Croom's ABCs is to "buy commercial." Croom noted that in the past, the defense sector drove innovation. Today, the commercial sector is driving the market. Therefore, rather than spending a lot of time developing a Google-like search application, it could simply be bought from a vendor that has already developed one that meets DOD's security requirements.

A tool or service will be created only as a last resort. The process of creating a tool can be extremely lengthy and costly, especially when attempting to create the perfect solution.

A 100-percent solution can be obsolete by the time it is developed, Croom stated.

The industry model of rapidly creating 60- to 70-percent solutions provides an example of how DOD can make new capabilities available to the warfighters faster and at lesser risk of developing expensive systems or products that may not be what the warfighter wants.

Croom's ABCs emphasizes putting resources to create new technology only if the other options of adopting and buying have been ruled out. DOD will save time and money by taking advantage of what has already been developed within DOD or by industry, ensuring that warfighters receive the most advanced, available information technology capabilities as quickly as possible.

Service-Oriented Architecture

One technological innovation that DISA is bringing to the warfighter is the service-oriented architecture (SOA). A SOA is a collection of services that interacts with each other to share data or

services can allow information to be shared or to coordinate an activity.

During his *The Grid* interview, Croom explained SOA by comparing it to an online travel reservation portal, which integrates multiple streams of constantly changing data and presents the information in ways that the user can easily understand and can easily find the data he wants.

In other words, when a person goes to a travel reservation portal, he is presented with information about flights, local hotel options, rental car information, even possible tourist sites to visit. The information involves coordinating services — airline, hotel, car rental, tourist agencies — working together to give the traveler a comprehensive source of obtaining everything he's going to need to travel. The best part is, the traveler only needs to go to one Web site to get all the information.

"That's what the future holds for us, and that's what we have to bring to DOD. … We're going to build NCES to help us provide and connect those type of services," Croom said.

In addition to SOA, NCES will provide:

- Enterprise Collaboration — enabling synchronous communication and file sharing among users.
- Content Discovery and Delivery — providing information advertisement, discovery, and efficient delivery.
- Defense Online Portal — providing personalized, user-defined, Web-based presentation.

Together, all these capabilities will use Internet technology and joint DOD information sharing to create a virtual marketplace of information sources and services. The net-based services and applications can be provided across communities of interest in real-time or near-real-time.

Joint Command and Control

The formation and establishment of NCES has set the stage for a major joint transformational initiative — DOD's Joint Command and Control (JC2) program. JC2 is the follow-on to the Global Command and Control System – Joint (GCCS-J). Under the current GCCS-J services, each military service has created tailored versions of GCCS to support individual service missions. Therefore, if a commander wants to plan a combined Army and Marine Corps land maneuver with Air Force close air support and supporting naval fire, the information necessary for the coordination of this joint effort could not easily be shared across the services' tailored systems.

JC2 will increase interoperability. It will use the core NCES services to exchange data across multiple security domains and provide the warfighter with:

- One-stop shopping for command and control information.
- The ability to access data from an increased number of primary sources.
- Increased warfighting capability through an integrated, seamless, network-centric system.

"This is the future of command and control," Croom said. "We'll be partnering with the services so that we can deliver these capabilities quickly."

The services have control over developing and building the modules according to their needs.

As the lead agency for JC2, DISA will be working closely with the different services to help them develop the architecture, build the modules, ▶6

provide testing, as well as prepare field commanders for the culture change such capabilities will require, Croom said.

Information Assurance

Programs like NCES and the Global Information Grid – Bandwidth Expansion Program (GIG-BE), which is an $877 million project that DISA brought to final operational capability (FOC) after just two years, exist to help the warfighter communicate globally and across military services. But the information needs to be secure, and that means providing top-notch information assurance for both the software and the networks that DOD uses.

"We need to ensure that our combatant commanders have networks they can trust and depend upon. It's important that we can do this right now," Croom said.

The Joint Task Force - Global Network Operations, which Croom commands in addition to being DISA director, recently issued a tasking order that mandates the implementation of Common Access Card (CAC)-enabled public key infrastructure (PKI) throughout all DOD agencies and organizations by July 31. The use of CAC-enabled PKI will provide greater security for the networks than user names and passwords, which can often weaken the network by providing openings for hackers.

DISA is accelerating the implementation of this mandate in order to lead DOD agencies in this conversion.

Additionally, to comply with DOD security guidelines and enhance the overall configuration and security of the agency's network, DISA is removing employee's administrative rights on workstations. Users of DISANet desktops will no longer have the ability to load software or change the computer's configuration. All software deployments and changes will be made centrally to maintain and control the configuration of the workstation. Only authorized officials will be able to download software or change configurations on DISA computers.

This will improve the process of updating and patching software and operating systems. Desktops will no longer have software with expired licenses and out-of-date versions. In the past, DISANet site administrators spent a great deal of time troubleshooting failed patch installations. In many cases, failures were directly attributed to a change made by the employee. By removing the user's ability to install software or make system changes, a standard configuration can be maintained.

The DISA Team

While describing all the "hot topics," Croom was extremely complimentary of the DISA team. He ticked off a long list of DISA achievements from reaching the GIG-BE Program FOC and Hurricane Katrina relief efforts to improving processes in several areas.

"I could spend all day talking about my team," Croom said. "I've never seen a place that offers so much, and I've never seen a place accomplish so much."

Although DISA is mission-focused, we have to give credit to the individuals who are doing such a good job, he said.

"The success of an organization depends on the success of the individuals," he said. "I applaud each of these unsung heroes. They have a tremendous focus on the warfighter in what they do."

Croom hopes to retain that talent in the face of the recent Base Realignment and Closure decisions, which will relocate DISA headquarters to Fort Meade, Md., by 2011.

"People are really important," Croom said. "They have to like the workplace they're in. I'm trying, in small ways, to help them like where they work.

"I'm big on communication with people," said Croom. Brown-bag lunches with groups of employees and daily walk-arounds through offices are part of Croom's activities. He has also encouraged greater employee recognition, expanded an employee physical fitness program, and increased use of telework.

"I want folks to recognize that it's rare to find an organization like DISA. It's more than just a place to work. I hope people can recognize that," he added.

Croom was very enthusiastic when talking about DISA's future. "It's going to be a whole new, different world," he said.

DISA Receives **2005 *Network World* Enterprise All-Star Award**

DISA has received a 2005 *Network World* Enterprise All-Star Award for innovative applications of network technology. DISA was chosen by *Network World* magazine for its use of business service management (BSM) technology to centralize control of network infrastructure to facilitate greater efficiency and, ultimately, process maturity.

Instead of managing IT as individual components comprised of servers, applications, or networks, DISA has maximized software technology to create views of logically interrelated elements that collectively deliver IT services crucial for the warfighter. This has greatly enhanced situational awareness, substantially reduced costs, and increased end-user satisfaction.

The *Network World* Enterprise All-Star Awards recognize exceptional use of network technology to further business objectives of organizations across a range of industry segments, including education, financial services, and healthcare. For the 2005 award, 50 enterprise IT organizations representing the best, most innovative applications of network technology were selected.

Comings & Goings

Debra M. Filippi has been appointed to the Deputy Chief Information Office (CIO) team at the Office of the Assistant Secretary of Defense, Networks and Information Integration, and she has relinquished her position as DISA's Net-Centric Enterprise Services program director. She will be the new Department of Defense (DOD) federal information sharing executive responsible for DOD implementation of Executive Order 13388, "*Further Strengthening the Sharing of Terrorism Information to Protect Americans*." This Executive Order requires agencies to plan for the establishment of the interoperable terrorism information-sharing environment. Filippi came to DISA from the U.S. Marine Corps where, since 1996, she was the deputy director for command, control, communications, and computers (C4) and the deputy chief information officer. She developed the strategic vision for the Marine Corps Enterprise IT Services, a C4 IT transformational initiative to achieve net-centric operations. The Marine Corps was the first of the military services to achieve this milestone.

Becky Harris is DISA's new program director for Net-Centric Enterprise Services (NCES) program. NCES is a transformational Department of Defense (DOD) program that is revolutionizing the way the department conducts warfighting and business operations throughout the DOD by introducing the practice of service-oriented capabilities. Harris was previously the principal director of DISA's Global Information Grid Enterprise Services Engineering Directorate — a position she held since February 2004. She joined DISA in 1991 to work in the DOD Data Administration Program Management Office. In 1998, she was appointed project manager for the Public Key Infrastructure (PKI) Program and Global Directory Service. She assumed DOD PKI deputy program manager responsibilities in March 2000. In October 2001, she became the chief of the Center for Information Assurance Applications, and she joined the Senior Executive Service. In 2002, she joined the Office of the Chief Information Officer and was appointed the chief of knowledge management.

David Mihelcic is DISA's new principal director of the Global Information Grid Enterprise Services Engineering Directorate. He will also retain his position as chief technology officer (CTO) of DISA. As principal director, he is responsible for planning, engineering, acquiring, and integrating joint, interoperable, secure global net-centric enterprise capabilities for the global information grid. As CTO, Mihelcic is responsible for defining DISA's overarching technical strategy for synchronizing the agency's programs and services with the Department of Defense's net-centric transformation. He defines DISA's overarching technical strategy for synchronizing DISA's programs and services with the Department of Defense's net-centric transformation. Previously, Mihelcic served as the chief engineer for the Global Information Grid — Bandwidth Expansion (GIG-BE) Program. During his tenure with the GIG-BE Program Office, Mihelcic challenged industry to think outside of the box to come up with dynamic, flexible, and secure solutions to address the challenge of providing bandwidth on demand to the nation's warfighters. He was instrumental in defining the GIG-BE architecture and networking technologies that would form the foundation of the infrastructure.

Comings & Goings

Cindy Moran is DISA's new chief of the Center for Network Services. Her responsibilities include systems management of all DISA terrestrial and satellite communications networks supporting the global information grid (GIG). Specifically, Moran is responsible for planning, resourcing, fielding, sustaining, and evolving GIG combat support networks, transport, and special programs that provide information superiority to the commander-in-chief, combatant commanders, senior Department of Defense leadership, services, agencies, and the warfighter. Previously, she served as DISA's deputy chief information officer and the vice director of the Strategic Planning and Information Directorate. In that position, she was responsible for supporting the DISA director in decision-making, strategy development, and communicating DISA's strategy both internally and externally. She also was responsible for aligning DISA program execution with Department of Defense (DOD) strategies in planning, engineering, acquiring, fielding, and supporting global-net-centric solutions.

Rickie Fleming, DISA's chief of the Center for Network Services, Global Information Grid Combat Support Directorate, has departed from DISA for a new position in the private sector. Fleming's previous experiences in DISA include serving as the technical director for DISA's Center for Computing Services, where he was responsible for providing technical oversight and direction for computing services for network-centric enterprise services. He has also served as the director of the DISA Systems Management Center, where he was responsible for information processing, computer operations, and information technology services provided to Department of Defense agencies and military services supported by the center.

In the photo above, Dave Mihelcic (left) and Tony Montemarano stand in front of equipment that makes up a Global Information Grid – Bandwidth Expansion (GIG-BE) site. At right, members of the DISA GIG-BE team.

Bandwidth Expansion Program Delivers

The challenges of the Global Information Grid — Bandwidth Expansion (GIG-BE) Program were vast, involving immense acquisition of equipment and fiber and worldwide coordination with the military services, defense agencies, and industry. However, the GIG-BE Program overcame those challenges and a tight schedule to achieve full operational capability Dec. 20, 2005.

"This project didn't involve just DISA — government and industry worked it together. It was an $877 million program to ensure GIG-BE would deliver the needed capabilities," said Tony Montemarano, the GIG-BE program director.

On June 17, 2003, the GIG-BE Program was given Milestone C approval, which allowed DISA to proceed with execution of the program. Three short months later, in September 2003, the first set of fiber contracts was awarded. In December 2003, the procurement of equipment for the continental United States was authorized. In April 2004, the second set of fiber contracts was awarded. In June 2004, the procurement of equipment for outside the continental United States was authorized.

"We worked to deliver capabilities on time, within budget, and within the guidelines of the acquisition system," said Montemarano.

In September 2004, initial operational capability was reached at the first six Joint Staff-approved locations. A year later, in September 2005, the program was undergoing follow-on operational test and evaluation. Once the program successfully passed the testing and evaluation, full operational capability was declared, and the network was accredited to support operational traffic up to and including top secret.

"GIG-BE came down so fast that we had to wonder, how do we execute such a large project in such a short time?" said Linda Safford, the GIG-BE program manager. "It has to do with teamwork — teamwork within the agency, with key players in DOD, even at the sites themselves. Everyone took responsibility and worked hard to make this happen, right up until the end."

Some of the challenges faced by the GIG-BE fiber installation team included theft of equipment, difficult weather conditions, environmental regulations, and even unexploded ordinance in Europe. However, the implementation team managed to maintain the fast-paced schedule.

"The GIG-BE Program creates an optimized backbone similar to an interstate system where data traveling great distances can be moved at high speeds without bottlenecks," said Air Force Lt Gen Charles E. Croom Jr., DISA's director.

GIG-BE will complement DOD's existing network known as the Defense Information System Network (DISN). "You can think of the DISN as the interconnecting highways that let data flow efficiently to and from major paths. Together the DISN and GIG-BE form a single integrated network that allows information to flow quickly and efficiently across DOD," Croom explained.

Consistent with the original vision for GIG-BE, the network is available to support critical command and control and intelligence organizations while simultaneously supporting the optimization of existing DOD communications infrastructure such as the DISN.

As Montemarano stated, the network is "designed for physical diversity, scalability, and increased awareness."

Air Force Lt Gen (Ret.) Harry D. Raduege Jr., DISA's former director, praised the GIG-BE leadership for exceptional work. He recognized Montemarano and Dave Mihelcic, DISA's chief technology officer. "You pulled this program together," he said.

Croom also praised the GIG-BE leadership. "We can deliver capabilities with the proper leadership," he said.

A few outlying remaining nodes will be connected in the near future. Cutovers of circuits and services to the new backbone are ongoing.

GCCS-J Continues to **Support the Joint Warfighter**

By Coral Lee Ramsey, deputy branch chief, Plans and Acquisitions, GCCS-J Program Management Office

To conduct the Global War on Terrorism, the warfighter must take full advantage of the information technology (IT) of the 21st century. An important aspect of today's IT capabilities is the Global Command and Control System — Joint (GCCS-J).

GCCS-J is the Department of Defense's premier joint command and control (C2) system of record, providing the joint warfighter with an integrated picture of the battlespace through all stages of military operations. GCCS-J satisfies the joint C2 requirements of the president, secretary of defense, Joint Staff, combatant commanders, joint task commanders, and component commanders.

Using GCCS-J, the joint force commanders can coordinate unit readiness, plan the deployment/redeployment of forces, access real-time imagery data on global intelligence, and track the movement of widely dispersed blue forces (U.S. military) and red forces (enemy combatants). GCCS-J correlates and fuses data from multiple data sources, which enables the execution of challenging, precise, fast-paced operations with increased operational flexibility and shorter decision cycles.

GCCS-J continues to provide the joint force commanders with significant functional and infrastructure enhancements with its latest release — GCCS-J version 4.0. The GCCS-J operational environment consists of multiple strategic servers and local enclaves (strategic server and global baseline) operating as a single virtual system. The GCCS-J version 4.0 includes the Status of Resources and Training System (SORTS) strategic server v4.0/v4.0.1/v4.0.2, the Joint Operation Planning and Execution System (JOPES) strategic server v4.0/v4.0.1, and the GCCS-J v4.0/v4.0.1 Global Release. Fielding of the SORTS and JOPES strategic servers as enterprise mission capabilities was the initial step towards a net-centric environment, and in the future, it will enable more timely fielding of enhanced capabilities to the user.

The SORTS strategic server became operational in March 2005. It serves as the authoritative source for the identification, location, resources, and readiness (personnel, equipment, and training) of military units. The SORTS strategic server improves the ability to update and access readiness data by migrating SORTS from a local server environment to a strategic server environment, upgrading the server hardware, and operating system and providing the ability to do a wide range of readiness analyses that includes access to both current and historical data.

The JOPES strategic server became operational in September 2005, and it provides a clearer picture of the sequenced movement of armed forces. The JOPES strategic server improves the ability to update and access time-phased force deployment data by migrating JOPES from a local server environment to a strategic server environment, upgrading the server hardware and operating system in the process.

The GCCS-J Global Release focuses on migrating the applications that are fielded in combatant command local environments, such as the common operational picture

(COP), integrated imagery and intelligence, adaptive courses of action, and others. In addition, the GCCS-J Global Release provides enhanced functional capabilities in such areas as the Theater Ballistic Missile Defense and dynamic and static Web COP, as well as increased horizontal integration and access of intelligence capabilities with the Modernized Intelligence Database.

The GCCS-J 4.0 Global Release is a large and complicated release requiring DISA to deploy fielding teams to 46 critically designated sites worldwide. As of December 2005, the GCCS-J Program Management Office had successfully installed and validated the GCCS-J v4.0/v4.0.1 Global Release at 46 percent of the critical sites, eliciting extremely positive feedback from the field.

On the heels of this success, GCCS-J is immediately launching into its Block V phase in fulfillment of its mission to continue to provide functional, security, and architecture enhancements to the warfighter. In this phase, GCCS-J will evolve the initial Web-based architecture and maximize the use of emergent net-centric, Web-based services. High-priority services for early inclusion are identity management via Public Key Infrastructure directory services, portal framework, and publish/subscribe capabilities.

Mission applications will demonstrate full-scale use of the Web-based architecture initiated in the 4.0 releases. Future releases will allow the GCCS-J team to deliver a secure, collaborative, Web-enabled, and tailorable command and control architecture that provides decision superiority and vertical/horizontal interoperability to the warfighter.

The GCCS will be replaced in the future by the Joint Command and Control (JC2) Program. JC2 is planned as the DOD's principal command and control information technology, providing increased joint warfighting capabilities through an integrated, seamless, net-centric system that allows joint force commanders to address mission areas in complete packages. DISA will be the lead component for the JC2 Program.

DISA MITSS Next Generation Cultivates Higher Education to Fulfill DOD IT Requirements

DISA awarded a contract for the next generation of Minority Institution Technology Support Services (MITSS) to five universities Sept. 30, 2005. MITSS II allows historically black colleges and universities (HBCU) and minority institutions (MI) to provide a wide range of information-technology (IT) support services to support Department of Defense (DOD) requirements. The indefinite delivery/indefinite quantity (IDIQ) type task order contract, valued at $16 million, is used to help increase the participation of HBCUs and MIs in defense procurements, to increase the IT DOD knowledge base, and help IT students gain experience in their career field.

The universities awarded the contracts are Alabama A&M University, Florida International University, Langston University, North Carolina A&T University, and the University of Maryland–Eastern Shore.

In the DOD procurement arena, the challenge for many agencies is how to meet the goals of competitively awarding sufficient contract dollars to colleges and universities. In fact, the Presidential Executive Order 12928 encourages DOD and federal agencies to support contracting initiatives and efforts that include obtaining services from HBCUs and MIs.

In 1997, the DISA Office of the Chief Information Officer responded to the president's request to increase the number of HBCU and MI contracts by coordinating the development of a team consisting of acquisition and IT professionals who would assist in the planning, developing, and coordinating MITSS contract awards.

As a result of the creation of DISA MITSS I, 11 colleges and universities were awarded an IDIQ type task order contract valued at $24 million.

The DISA MITSS is a unique DISA program that ensures effective and efficient use of colleges and universities to sustain and advance DOD technology programs' support to the warfighter and helps increase the participation of HBCU/MIs 14

MITSS II cont.

in defense procurements.

The MITSS, similar in form, administration, and function to other DISA contracts, is a multiple-award task order contract with a base year and four option years. The five universities that received the MITSS II contract will be providing services beginning in fiscal year 2006 and have the option of continuing for up to an additional four years.

MITSS I had numerous successes. Langston University completed multiple task orders for DISA that totaled million of dollars, and the university performed high-tech work for Net-Centric Enterprise Services, the Global Command and Control System, and the Office of the Chief Information Officer.

Hampton University was awarded a $5 million dollar task order from the Department of Army, and students there were asked to perform data analysis and to help convert existing PDF files into interactive electronic technical manuals.

The University of Maryland–Eastern Shore completed task orders for several DISA organizations. Students at that university provided information assurance security engineering support, DOD public key infrastructure engineering troubleshooting support, and collection management mission applications for the joint deployable intelligence support system.

MITSS II is expected to continue the successes of MITSS I.

According to Vera Thompson, the contracting officer's representative for MITSS II contracts, "University students are learning to do something in school, but they're not getting the experience. MITSS gives university students an opportunity to have work experience."

When a university is awarded a MITSS contract, it receives the funds necessary to help its students participate in work-study programs. Students, mostly junior and seniors, can be hired by a subcontractor to work on IT projects supporting DOD initiatives.

"They can take that experience and work up the ladder. Hopefully, when they graduate, they'll come back to work for the Department of Defense," said Thompson.

The MITSS II contract is structured into 10 task areas that cover a wide range of technical support, studies, and analysis and training. The specific details of each task order are provided in the statement of work that is issued with each contract.

MITSS is an innovative contracting approach that DISA has taken to offer procurement opportunities for designated HBCUs and MIs. It is a valuable resource to help satisfy DOD IT requirements.

DISA intends on continuing to use these contracts and support HBCUs and MIs. As Thompson said, "Anyone at DISA and DOD can use these contracts."

This program has proven to be a win-win-win opportunity for DOD, the universities, and their students.

DISA Continues

DISN ISO Registration 9001

The Defense Information System Network (DISN), which provides command and control and common-user networks throughout the Department of Defense (DOD), has recently been re-registered to ISO 9001:2000 quality management standards.

The ISO 9001:2000 registration is only valid for a three-year period. DISA's Network Services Directorate undertook the initial ISO 9001 registration effort in 2001 to integrate, document, and continuously improve its processes. DISA received ISO 9001:2000 registration for the DISN Quality Management System's (QMS) continental U.S. locations in October 2002 and became one of the first DOD organizations to do so.

"In 2001, we had processes to make the networks happen and maintain them, and we considered how to integrate those processes for the entire life-cycle management," said Betsy Turner, DISA's DISN QMS management representative. "We were looking for a way to improve how we do business. ISO 9001 standards had the requirements to do something of that nature, and we liked the idea of an objective third party coming in and auditing our system."

"[Registration] was not the objective. It was the icing on the cake; the means to an end," Turner added.

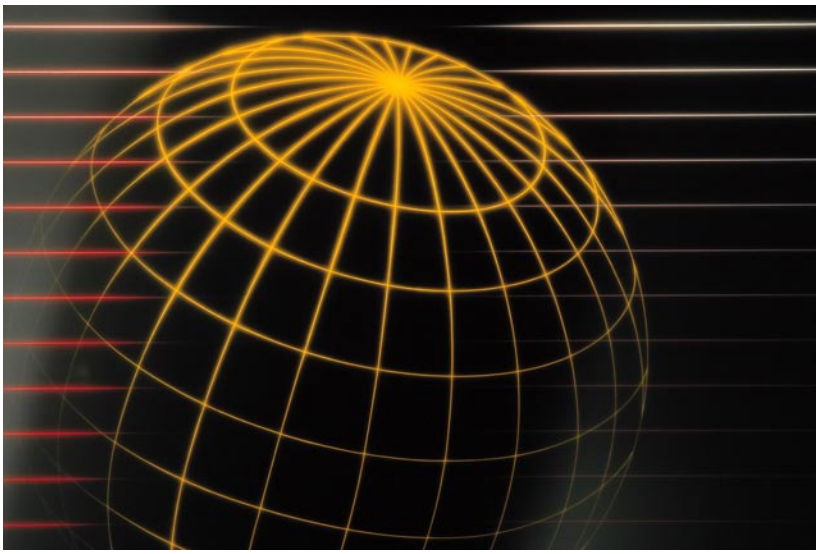
The DISN QMS registration was successfully extended to DISA Pacific theater locations in 2003 and to DISA Europe theater locations in 2004. Approximately 1,500 agency personnel in multiple locations are now involved with DISN QMS processes worldwide.

The entire DISN QMS required another certification audit in October 2005. Due to DISA's numerous transformations since 2002, the DISN processes required updating to reflect DISA's organizational and process changes.

"Many months of intensive QMS process and supporting documentation revision activities were accomplished by the DISN QMS group within my branch to prepare for the recertification audit," said Randy Krause, chief of DISA's DISN Cross-Functional Projects Branch. "To complete these activities, we had to work on obtaining the buy-in of many DISA organizations that now support the DISN under the QMS that were not part of the original DISN QMS developed for the Network Services Directorate in 2002. Not only was DISA successful in meeting the ISO 9001:2000 standards again this year, but in several areas, the auditors cited our procedures as among the best they have seen in the business of providing network services to customers," Krause added.

Obtaining the ISO 9001 registration has produced many benefits to DISA. "We're improving our operational efficiency and enhancing our employee job functions and interactions," said Turner. "We're a big agency, and we do a lot of different things. This gave everybody a greater awareness of quality and enhanced their communication with each other."

Another benefit, Turner added, was that "it says something positive to our customers — that we are being proactive in how we deliver our services and measure our customers' satisfaction and address any system issues they may have."



The second class to graduate from DISA's Mentor-Protégé Program celebrated their graduation Nov. 2 in the National Capital Region. DISA photo by John Kandrac

DISA Mentor-Protégé Program
Graduates Second Class of Protégés

DISA's Office of Small and Disadvantaged Business Utilization (SADBU) hosted a commencement ceremony Nov. 2, 2005 in the National Capital Region to recognize the protégé firms that completed the three-year Department of Defense (DOD) Mentor-Protégé Program under DISA's program requirements. The theme of the event was "LAUNCH! Protégés Transforming Our Future."

The 14 protégé firms that graduated from the program were the second group to graduate since the DISA Mentor-Protégé program was established in 1997, but the first to complete the program with mandated requirements. The first commencement ceremony was held in 2000 and graduated 32 firms.

In order to graduate, the businesses needed to complete the following requirements: attainment of a quality management system, obtain required information technology products and technical certifications, significantly improve the overall business infrastructure, mandatory attendance at conferences and workshops for corporate development, and appropriate technology transfers from the mentor firm.

"You have proven that you are able to meet the needs of tomorrow, today," said Frank Ramos, director of the Department of Defense (DOD) Office of Small and Disadvantaged Business Utilization. "We must be able to provide the warfighter with all their requests. We must be able to provide advanced technology to the warfighter. We are using small businesses to meet those requirements," he added.

Ramos, who was one of two guest speakers at the event, praised the graduating protégé businesses for the support they've provided for the warfighter.

Air Force Lt Gen Charles E. Croom Jr., DISA's director and the event's second guest speaker, also praised the protégé businesses for their contributions. "You help us move things. You can provide valuable contributions that other businesses can't," he said.

DOD created the Mentor-Protégé Program in 1990. In this program, DOD agencies help foster productive long-term business relationships between DOD contractors (mentors) and protégés such as small, disadvantaged businesses; women-owned small businesses, HUBZone small businesses, service-disabled veteran-owned small businesses, or qualified organizations employing the severely disabled. As a result, the larger firms and the smaller firms can work together and form valuable business partnerships that benefit both the mentor and the protégé firms. The

goal of the program is to assist protégés in successfully competing for prime contract and subcontract awards.

DISA's Mentor-Protégé Program was established in 1997, and since then, the program has piloted more than 50 protégé firms. The primary focus of DISA's Mentor-Protégé Program is to foster technology transfer, quality certifications, and business infrastructure development. Since its inception, the program has been awarded 10 Nunn-Perry Awards, which are given to outstanding mentor-protégé pairings.

"This is truly your moment — your time," Sharon Jones, director of DISA SADBU, told the graduating protégés.

The graduating protégés were given graduation caps and certificates stating their completion of the Mentor-Protégé Program. They also praised the program for the opportunities it gave them, and praised the DISA SADBU for its work with the program.

"Thank you for all the work that DISA has done," said one representative from a graduating protégé firm. "You made it all possible for us to be where we are today."

The 14 protégé small businesses and their mentors recognized at the ceremony were:

- Artech Information Systems LLC (*protégé*)
- Sierra Management & Technologies Inc. (*protégé*)
- Booz Allen Hamilton Inc. (*mentor*)

- Technology Advancement Group Inc. (*protégé*)
- Computer Sciences Corp. (*mentor*)

- Automated Precision Technology LLC (*protégé*)
- Bay State Computers Inc. (*protégé*)
- Force 3 Inc. (*protégé*)
- Electronic Data Systems Corp. (*mentor*)

- Communications Technology Inc. (*protégé*)
- International Business Machines Corp. (*mentor*)

- The Newberry Group Inc. (*protégé*)
- KEI Pearson Inc. (*mentor*)

- PESystems Inc. (*protégé*)
- L3 Communications, Inc. Titan Group (*mentor*)

- Computer & Hi-Tech Management Inc. (*protégé*)
- Strategic Business Solutions Inc. (*protégé*)
- Strategic Resources Inc. (*protégé*)
- Northrop Grumman (*mentor*)

- Houston Associates Inc. (*protégé*)
- Noesis Inc. (*protégé*)
- Science Applications International Corp. (*mentor*)

(Top) Frank Ramos, director of the Department of Defense (DOD) Office of Small and Disadvantaged Business Utilization, praised the graduating protégés. Small businesses are being used to provide technological support for the warfighter, he said. (Bottom) Air Force Lt Gen Charles E. Croom Jr., DISA's director, also praised the protégés and identified them as a valuable resource. DISA photo by John Kandrac

Quietly, DISA CONUS
Keeps DOD Connected

By Senior Airman Rhina Portillochacon, 375th Airlift Wing Public Affairs

Their contribution to the Department of Defense (DOD) is seamless and vital. It is involved in daily operations around the world; yet, it is mostly unknown to the average service member on Scott Air Force Base.

Located across the flightline, DISA Continental United States (CONUS) is one of the many tenant units at Scott AFB. They provide support not only to their headquarters in Washington, D.C., but also to all the communication units in DOD.

DISA CONUS serves as an integral part of the Joint Task Force – Global Network Operations team and DOD by ensuring access to the global information grid through the Defense Information System Network (DISN).

DISA CONUS, formerly known as the DISN Service Center and the CONUS Regional Network Operations and Security Center, is also home to the Global NetOps Support Center.

"People can look at us like the AT&T of the military world," said Jerome Abner, Business Management Division chief. "We support the war fighting service member by providing technology and communications that they need to do their job."

DISA CONUS is involved every time a phone call is made or the network is being used at military installations.

"We provide the network connectivity that glues all the bases together," said Air Force Lt Col Dana Rowe, deputy commander. "Every time someone makes a phone call, say from here to Colorado, it goes through the Scott network first then travels through the GIG to the network in Colorado. We are the glue that connects those networks."

DISA CONUS consists of six different divisions, which complement each other to make the mission successful. Those divisions are composed of more than 650 people, a majority of which are civilians and contractors.

"We are heavily resourced with contractor support, and the relationship between the people here is outstanding. This plays a big part in our mission accomplishment," said Abner. "Because we are a large organization, it is interesting to work with everybody. It would be hard to find another organization that works together so well with this mix. The people here are just great."

And many others concur with Abner's opinion. "The best thing here is the people," said Rowe. "It's very hard to tell the difference between who is a civilian and a contractor because we all work together so well. This

A view of DISA CONUS' Internet Protocol Network Operations Center. Photo by Marvin Lynchard, 375 AW

is the best assignment I've had in my career. I would stay here for the rest of my life."

The DISA CONUS teamwork becomes obvious not only as soon as entering the building, but it is also evident on the field, any field. The DISA CONUS personnel were recently awarded with the 2005 Commander's Cup Award — presented to the organization on Scott AFB that has the best overall record in its intramural athletics program for the year.

"Our intramural sports team participated in every sport (with the base intramural program) and moved to the playoffs every time," said Army 1SG Brad Walker. "The Commander's Cup trophy is a nice recognition for our people that not only like to work hard, but play hard too."

Their team-player mentality also extends beyond the field and the DISA CONUS walls.

"We have a lot of people who volunteer their time in various organizations on the base," said Walker. "Even though we are hidden in the back of the base, many people here have an invaluable input in its community."

DISA CONUS makes a contribution to the base community with every phone call and e-mail crossing the network.

Lights Out For Camp Doha

By Maj John Sprague, DISA Central TNC watch officer, Bahrain

Communications at Camp Doha, Kuwait, were officially turned off on Dec. 17, 2005. Camp Doha, once home to 3,000 to 5,000 troops, was given back to the Kuwaitis at the end of 2005.

DISA personnel stationed at the Naval Support Activity—Bahrain dismantled the higher-level Tier 0 communications for shipment back to the United States. Bahrain is an archipelago of 36 islands in the Persian Gulf located off the eastern coast of Saudi Arabia.

Two DISA contractors and I oversaw the disassembly of the Secret Internet Protocol Router Network (SIPRNet), the Non-classified Internet Protocol Router Network (NIPRNet), and the Defense Information System Network (DISN) Asynchronous Transfer Mode Services—Unclassified (DATMS-U) switches, routers, and racks. The old equipment can be reused by military units looking for spare equipment or for new capabilities.

One of the contractors, Jack Jameson, did the original Camp Doha communications site survey in 1998. The other, Dave Hobaugh, is a familiar face across United States Central Command's area of responsibility and has 25 years of communications experience.

DISA services were increased at Camp Arifjan, located one hour away from Camp Doha, to prepare for the shutdown of Camp Doha. Camp Doha services such as the Defense Switched Network, secure voice telephone, the Integrated Digital Network Exchange, Internet protocol, video teleconferencing, and other services were unplugged, disassembled, sorted, and crated for shipment.

As I drove out of the desolate Army post with barely a soul around anymore, I couldn't help but think of the countless people from all branches of the service and all the coalition forces that had tread there before me.

Camp Doha, once home to a thriving military community.

Blast from the Past

Six faces from DISA's and the JTF-GNO's past participated in the Former DISA Directors/JTF-GNO Commanders Day held in Arlington Nov. 18, 2005. The event was an opportunity for former directors and commanders to learn about DISA's and the JTF-GNO's current initiatives as well as share their experience with current DISA and JTF-GNO leadership. In attendance were (back row, left to right) retired Air Force Lt Gen John Campbell, former DISA vice director and the first commander of the JTF-CND; retired Air Force Lt Gen Harry D. Raduege Jr., former DISA director and the first commander of the JTF-GNO; and retired Army LTG Alonzo E. Short, former DISA director. (Front row, left to right) Retired Army LTG William J. Hilsman, former director of the Defense Communications Agency (DCA, DISA's predecessor); retired Army LTG David J. Kelly, former DISA director; Air Force Lt Gen Charles E. Croom Jr., current DISA director and commander of the JTF-GNO; RDML Elizabeth A. Hight, principal director of Global Information Grid Operations and deputy commander of the JTF-GNO; retired Air Force Lt Gen Lee M. Paschall, former DCA director; and Army MG Marilyn Quagliotti, current DISA vice director. DISA photo by Donna Burton, VISB.